Genesys Voice Platform

Connectors

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Connectors

The GVP 8.5 deployment supports the following connectors:

- CTI Connector

  The CTI Connector acts as a SIP B2B UA to provide a SIP interface to the GVP components. It communicates with CTI by using the following protocols and interfaces:
    - ML over TCP/IP with Genesys IVR Server
    - GED-125 interface over TCP/IP with Cisco ICM.

  The CTI Connector acts as a border element within GVP, interfacing with the CTI network on one side, and through the Resource Manager, interacts with the Media Control Platform on the other side.

  For more information about the CTI Connector, see CTI Connector in the *GVP Deployment Guide*. For the CTI Connector configuration options, see CTI Connector Options in this document.

- UCM Connector

  The UCM Connector is a stand alone component, which acts as a gateway between Cisco T-Servers (a Genesys component) and switches, and GVP to provide media services.

  Cisco T-Server communicates with Cisco switches by using CP4SM (a Genesys proprietary protocol) rather than the SIP communication protocol. The UCM Connector performs the translation between CP4SM messages and SIP events.

  For more information about the UCM Connector, see Connector Overview in the *Genesys Media Server Deployment Guide*. For the UCM Connector configuration options, see UCM Connector Options in this document.

- PSTN Connector

  The PSTN Connector is a stand-alone component that provides connectivity to traditional telephony networks and equipment, such as a private branch exchange (PBX) or automatic call distribution (ACD). Used for existing deployments that use Dialogic TDM cards; the PSTN Connector provides seamless integration and migration to the IP-based GVP 8.5 architecture.

For more information about the PSTN Connector, see PSTN Connector in the *GVP Deployment Guide*. For the PSTN Connector configuration options, see PSTN Connector Options in this document.